



Government of **Western Australia**  
Department of **Justice**

# **Applicant Information Kit**

## **Financial Administration Officer – Level 2**



**Public Trustee**

## Trust Management Branch

Thank you for your interest in working at the Department of Justice, Public Trustee Division. This guide includes detailed information about the advertised Financial Administration Officer role, the sort of persons we are looking for, the recruitment process and employment conditions in the Public Trustee.

We will be recruiting for multiple Financial Administration Officers, Level 2 positions over the coming months in our Trust Management Branch.

The information contained in this document will provide you with more detailed information on the Public Trustee as an organisation and the nature of the work of the Trustee Services Directorate.

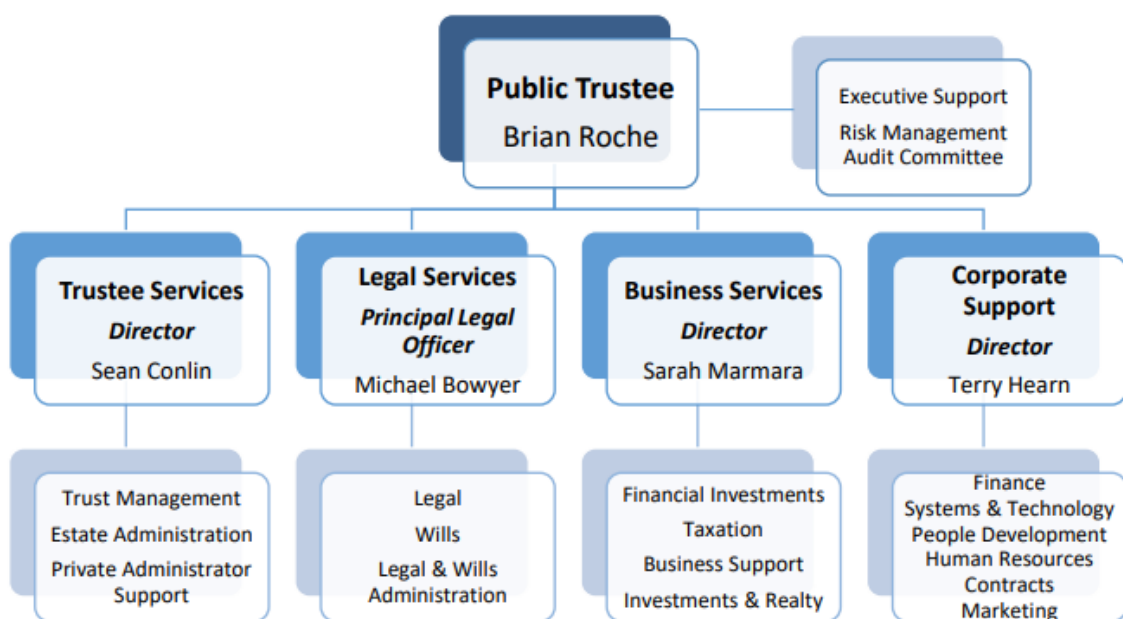
It will also provide you with an insight on your training and explain the recruitment process that is being applied.

## About Us

The Public Trustee has been providing trustee and asset management services to Western Australians for over 75 years. The services offered include administering estates of people who die with or without a will (Estates), managing the affairs of people who are unable to manage their financial affairs (Trusts) and preparing wills for people who are willing to appoint the Public Trustee as their executor.

We have approximately 200 employees who are spread across 4 Directorate's. The largest directorate is the Trustee Services.

### Organisational Structure



## Client Management

The Trust Management Branch deals with a cross-section of Western Australian people. Sadly, mental and physical health issues, coupled with drug dependency and the inability to communicate well, make it a challenging environment.

Some but not all our clients have behavioural and language issues such as swearing, can become argumentative when their requests for more money are denied.

In all situations we show **Respect** – as our clients deserve the best we can do for them.

Your safety is paramount; hence we rarely meet with clients face to face, that display aggressive behavior. Contact is mainly via phone or email, and we operate in a secure environment.

## About you

We are looking for people with strong communication and customer service skills and knowledge and experience in managing finances.

These positions are in the Trust Management Branch and they play a pivotal role in ensuring the delivery of services to clients to a diverse range of people in Western Australia.

We are looking for people who can demonstrate personal qualities skills such as:

- An ability to communicate clearly and confidently both verbally and in writing.
- Show compassion to the most vulnerable people in the community.
- An ability to learn how to interpret and apply legislation, policies and procedures.
- Good Microsoft computer skills and competence with systems.
- Professionalism and remain calm when under pressure.
- Good teamwork skills.

## The Role

Our recruitment process will be used to fill positions in the Trust Management Branch in the Public Trustee.

You will be provided with a **12-week training program** that is both classroom-based and on-the-floor, mentor-based training in your team, to develop your knowledge and skills.

### Trust Management Branch

The Trust Management Branch is responsible for the administration of the financial affairs of incapable and represented persons, who by Order of the State Administrative Tribunal (SAT) appoints the Public Trustee to act as administrator for clients who suffer from cognitive functioning and physical difficulties.

As a Financial Administration Officer, Trust Management Branch, you will learn how to administer a trust for people who are unable to manage their own financial affairs. Administering trusts may include setting up investment portfolios, collecting income, determining budgets and attending to the client's accommodation and transport needs.

In the role you will learn how to:

- Open Trust client files in the Management Accounting and Trust Environment (MATE) computer system.
- Undertake research to identify client income, assets and expenditure.
- Prepare financial statements and undertakes reconciliation of financial transactions against client accounts.
- Assist with data entry of receipts and payments into the Management Accounting and Trust Environment (MATE) computer system.
- Assist with the preparation and drafting of correspondence and reports.
- Undertake reconciliations of financial transactions against client accounts.
- Undertake records management tasks as requested.
- Answer client telephone enquiries.
- Increase your knowledge in Centrelink benefits, Aged care access, Nursing home agreements and fees etc, to develop into a case manager.

Upon completion of your training, you will assist Trust Managers in your team to support your training and increase your knowledge. As opportunities present, **you will progress to a Trust Manager, Level 3 (\$79,156 - \$84,977), where you will manage a portfolio of clients under supervision.**

If you have that correct attitude with the ability to learn, follow instructions and treat our clients with dignity and respect, this can be a rewarding career for you.

## Public Sector - Employment Conditions

On commencement, you will be employed under the *Public Sector Management Act 1994*.

Your conditions of employment are governed by the *Public Service Award 1992* and *Public Sector CSA Agreement 2021*.

Some of the entitlements include:

- Salary - Level 2, \$70,432 - \$75,516 (4 increments) + 10.5% Superannuation
- 37.5 hours per week with Flexible working hours
- 3 additional Public Sector holidays
- Annual Leave - 150 hours (4 weeks)
- Personal Leave - 112.5 hours (3 weeks)
- Long Service Leave - 13 weeks after (7 years)
- Parental leave – 14 weeks paid

### Additional Benefits

- Office closedown between Christmas and New Year

- Salary Packaging, eg. Superannuation, Motor vehicle - to minimise your tax
- Study Assistance
- Employee Assistance Provider (EAP) Counselling Service for you and family

## Career Development and Wellness Program

We encourage career development and offer employees:

- Financial study assistance and/or time to attend lectures and tutorials and to sit examinations.
- Access to undertake the Department of Justice Mandatory Training Programs.

We have various staff wellness programs such as:

- Yoga
- Corporate Fitness Classes
- Seated massages
- Wellness consults
- Flu Vaccination Program

## Recruitment Process – General Information

What is a pool recruitment and how does it work?

- Applicants found suitable for appointment via a merit selection process will be placed in a pool.
- Pool remains open for **12 months** from the first day after the closure of the breach period or until the pool is exhausted.
- As positions become available over the 12 months, selections from the pool can be made without re-advertising positions.
- This pool is used for full time, fixed term contracts and/or permanent appointments.
- During the life of the pool, you may be offered a further Fixed Term Contract or be made Permanent depending on our business need.
- The Department of Justice undertakes Criminal Screening checks and may undertake security vetting checks to determine the employment suitability of employees. All appointments are subject to this process and you must be cleared before you are employed with the Department.

## Recruitment Process

There are a number of steps in our selection process. Each stage will assess your suitability against the “Job-related Requirements” or “Role-specific Requirements” as stated in the Job Description Form (JDF).

The recruitment and selection process may consist of three (3) stages (not necessarily in this order):

**Stage 1. Short-listing**      and/or      **Combined**  
**Stage 2. Testing applicants**

Successful applicants from Stage 1 and/or 2 will be progressed to Stage 3 interviews.

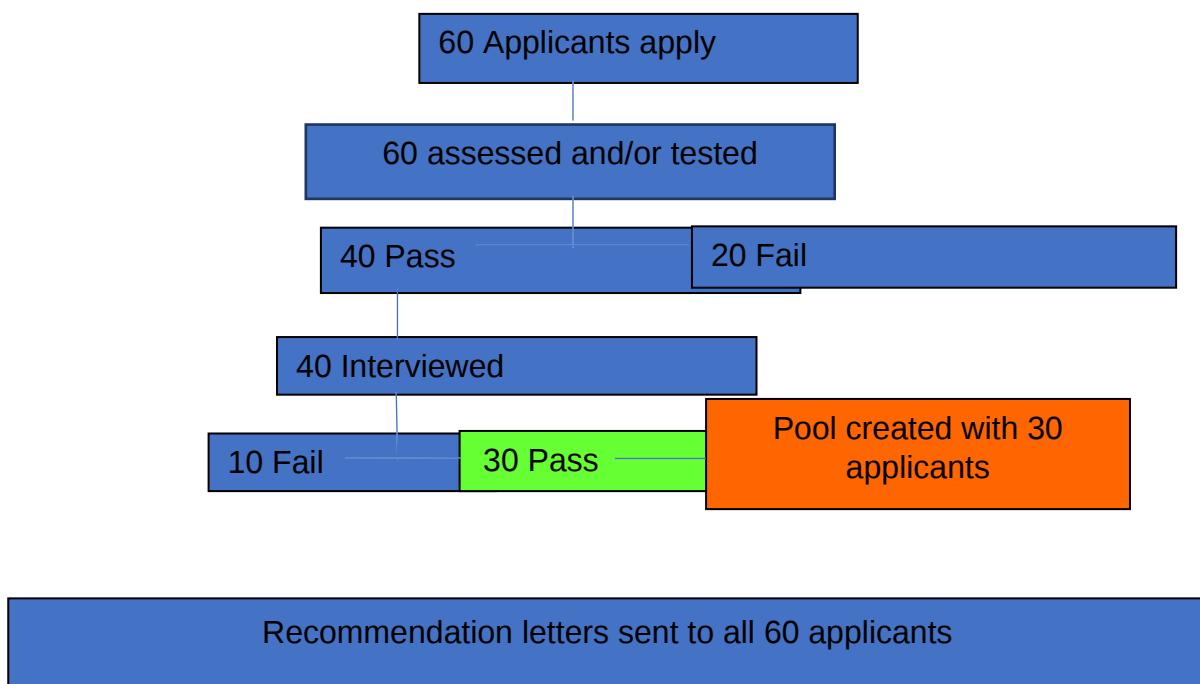
**Stage 3. Interview applicants who pass Stage 1& 2**

Reference checks and the selection report will be completed post interviews.

Once the selection report is approved, all applicants will receive notification on whether they are successful or unsuccessful and will be given an opportunity to seek feedback.

Unsuccessful applicants will also be given an opportunity to lodge a breach against the *Commissioner’s Instruction No. 1: Employment Standard*.

**Recruitment Process – example**



**Enquiries** - If you have any questions, please contact

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